Part No. P0936570 03

Business Communications Manager

Attendant Console Set Up and Operation Guide

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Chapter 1
About Attendant Console

Overview of Attendant Console

Business Communications Manager 2.5 Attendant Console is an application that provides centralized call management and call activity reporting to a business. It runs on one or more Pentium® class personal computers.

With Attendant Console, a telephone attendant uses a graphical user interface. You can customize the way Attendant Console is set up to best suit your company's call management requirements. The attendant uses the interface to:

- originate calls
- answer and manage multiple calls
- view a company's name before answering a call
- record, add and change caller information for future use
- quickly access information about a caller
- transfer calls to employees or their voice message mailbox
- send the caller's name to the employee's telephone display
- park calls and page employees
- view information in a Directory about your company's employees such as their extension number, person status and telephone status
- create and print reports showing how incoming calls are handled
- view the status of extensions in the company's Business Communications Manager base unit

For information about using these features, refer to the *Business Communications Manager 2.5 Attendant Console User Guide*.

About this guide

This guide tells a System Administrator how to install and set up Attendant Console for use in your company.

The instructions in this guide are designed for experienced computer users who are familiar with client/server software installations, Business Communications Manager 2.5 technology and Local Area Network (LAN) technology.

Related documents

For more information about using Attendant Console, refer to:

- *Attendant Console User Guide*
- *Programming Operations Guide*
- *Software Keycode Installation Guide*

How to get help

USA and Canada

Authorized Distributors - ITAS Technical Support

Telephone:
1-800-4NORTEL (1-800-466-7835)
If you already have a PIN Code, you can enter Express Routing Code (ERC) 196#.
If you do not yet have a PIN Code, or for general questions and first line support, you can enter ERC 338#.

Website:
http://www.nortelnetworks.com/itas/

email:
naitas@nortelnetworks.com

Presales Support (CSAN)

Telephone:
1-800-4NORTEL (1-800-466-7835)
Use Express Routing Code (ERC) 1063#

EMEA (Europe, Middle East, Africa)

Technical Support - CTAS

Telephone:
00800 800 89009 or 33 4 9296 1341

Fax:
33 49296 1598

email:
emeahelp@nortelnetworks.com

CALA (Caribbean & Latin America)

Technical Support - CTAS

Telephone:
1-954-858-7777

email:
csrmgmt@nortelnetworks.com

APAC (Asia Pacific)

Technical Support - CTAS

Telephone:
+61 388664627

Fax:
+61 388664644

email:
asia_support@nortelnetworks.com

Chapter 2
Preparing for installation

Before you install Attendant Console:

- Read "How Attendant Console works" on page 9.
- Read "Setting up an Attendant Console network" on page 10.
- Review the requirements in "Requirements for Attendant Console" on page 11.
- Make sure your Business Communications Manager 2.5 telephone system is installed and functioning correctly. Refer to "Getting ready to install Attendant Console" on page 13.

How Attendant Console works

Attendant Console is a client/server software system that has three components:

- Server component
- Client component
- Reports component

Server component

The Server component supports the Client component running on computers connected through a Transmission Control Protocol/Internet Protocol (TCP/IP) based LAN.

The Server component also uses this interface to request Business Communications Manager base unit call processing features.

The Server component communicates with the Client components using TCP/IP to pass information about call arrival, telephone status and the database to the Client components as required. The Server component also handles Client component requests for Business Communications Manager base unit operations.

The Server component maintains and collects call-processing information in a database. The Server component uses the information in the database for call handling. The Server component also maintains call detail information for reporting purposes.

Client component

The Client component controls the Attendant Console graphical user interface. The Client component communicates with the Server component using TCP/IP to perform call handling on the Business Communications Manager base unit telephone and to access and manage the database.

The Client component enhances the telephone attendant's productivity and responsiveness by displaying:

- incoming call information
- telephone status
- directory information
- call disposition requests

Note: The Client component must be installed on all attendants' computers.

Reports component

With the Reports component you can view and print the information in the call processing database that is maintained by the Server component. The Reports component is installed automatically with the Client component. The Reports component accesses the database using TCP/IP.

Install the Reports component on the same computer as the Client component.

Setting up an Attendant Console network

You can set up an Attendant Console system as a networked model. In a networked model, one or more attendants manage the calls for a company with their computers connected through a network to the Server component.To set up more than one attendant to manage a company's calls, you can connect the Server component to additional computers through a LAN. The Client component can be installed on LAN-attached computers. A Client component license is required for each additional copy of the Client component.

Requirements for Attendant Console

Before you install Attendant Console, check that your equipment meets:

- Business Communications Manager 2.5 telephone system requirements
- Requirements for installing the Client component on a computer

Business Communications Manager 2.5 telephone system requirements

Attendant Console operates with the Business Communications Manager base unit. The Business Communications Manager base unit must be equipped with trunk modules capable of receiving Caller ID information. You must also subscribe to Caller ID through the local telephone company.

Make sure that each attendant has a two line display telephone and a headset.

The Attendant Console Client component can monitor these telephones:

- two line display
- one line display
- 2500 - type (industry standard)
- Companion Wireless

Attendant Console supports Visual Call Announcing and Control on two line display telephones.

Requirements for installing the Client component on a computer

Minimum hardware requirements:

- Pentium-based computer
- 32 MB of memory or more
- 10 MB available disk space (total disk space required for either the stand-alone model or networked model.)

Note: Additional disk space may be required for the database. The required size of the database depends on the call volume and the frequency of call record deletion.

- Local Area Network connection for client software installation
- SVGA monitor with a minimum resolution of 800 x 600 and .28 dot pitch or smaller
- keyboard and mouse supported by Windows
- printer supported by Windows (optional, for report printing)
- PCI - bus Network Interface Adapter, 10/100 MB Ethernet

Note: Excludes NE2000-Class cards.

Software requirements:

- Windows 95®, Windows 98® or Windows NT® 4.0 Operating System

Chapter 3
Getting ready to install Attendant Console

Before you install Attendant Console:

- ensure the LAN is installed and functioning properly. Consult your network administrator for assistance if necessary.
- Attendant Console uses TCP/IP to communicate between the Server and the Client components. Make sure that TCP/IP is installed on every computer that runs Attendant Console. Follow the steps in "Windows networking for an attendant" on page 13.

Windows networking for an attendant

Attendant Console uses TCP/IP to communicate between the Business Communications Manager 2.5 and the Client component. You must have Windows Networking installed on all Attendant Console computers.

The Attendant Console installation process does not install Windows Networking. For instructions on how to install Windows Networking, refer to your network or Windows documentation.

Note: If your company has a network administrator, check with your administrator before you change any network configuration parameters.

To check the Windows setup before you install the Client component

1. Start Windows on the attendant computer.
2. On the Windows taskbar, click **Start**, point to **Settings** and then click **Control Panel**.
3. Double-click the **Network** icon.
   The Network window opens with the Configuration tab displayed.
4. Check that **TCP/IP** is on the list of installed network components. If not, click the **Add** button to install TCP/IP using the Windows installation procedures.
5. Double-click **TCP/IP**.
   For attendant computers, check with your network administrator that the IP Address option is consistent with other computers on the network. Usually the Obtain an IP address automatically option is selected.
6. Install any components that are not present from the Windows installation package or consult your network administrator for assistance. After you make sure these items are installed, close the windows.

Checking the network components

Before you install Business Communications Manager 2.5 service over the network, check that the required network components are installed on the attendant computer.

Note: If your company has a network administrator, check with your administrator before you change any network configuration parameters.

To check for required network components on the attendant computer

1. Start Windows on the computer.
2. On the Windows taskbar, click **Start**, point to **Settings** and then click **Control Panel**.
   The Control Panel window appears.
3. Double-click the **Network** icon.
   The Network window opens with the Configuration tab displayed.
4. Click the **File and Print Sharing** button.
   The File and Print Sharing dialog box appears.
5. Select both the options in the File and Print Sharing dialog box.
6. Click the **OK** button.
   The File and Print Sharing dialog box closes.
7. Click the **OK** button on the Network window.

Windows networking for reports

When Attendant Console processes incoming calls, it stores information about each call in a database on the Business Communications Manager 2.5. The Reports component uses this database to prepare call reports. If the Reports component is executed on a computer, you must first locate the server database from the computer running the reports. Refer to "Configuring the Reports component" on page 46.

To support operation of the Reports component on a networked attendant computer, check that the File and Print Sharing component is present and enabled. For more information see "Checking the network components" on page 14.

To use VNC, you need a web browser connection on your computer.

Virtual network computing (VNC)

VNC is an application that you can use to remotely access the Business Communications Manager base unit. You need to use VNC to enable database sharing for report purposes. For more information about database sharing see "Enabling database sharing" on page 16.

Web browser requirements for VNC

To use VNC to access Business Communications Manager 2.5, your computer must have:

- one of these operating systems:
  - Windows NT 4.0
  - Windows 95
  - Windows 98
- Java Virtual Machine (JVM) version 5.0 (build 5.0.0.3188 or later)
- one of these web browsers:
  - Netscape Communicator 4.5 or later
  - Microsoft Internet Explorer 4.0 or later
- If you use Netscape Communicator, set these preferences:
  - Enable Java: on
  - Cached document comparison: every time
- If you use Microsoft Internet Explorer, set these Internet options:
  - Check for new versions: every visit to the page
  - Java JIT compiler enabled: on

For information on these settings, refer to your browser's online help.

Enabling database sharing

To start VNC

1. Open the Unified Manager application on your computer.
   The first page displays a column of buttons.
2. Click the **Maintenance** button.
   The Enter Network Password dialog box appears.
3. Enter your Unified Manager **User Name and Password,** and click the **OK** button.
   Your browser displays the welcome window for the Business Communications Manager Maintenance and Support website.
4. On the left column, under **Maintenance**, click the **Maintenance Tools** link.
5. On the **Maintenance Tools** screen, under the **System Interaction** subheading, click the **Access BCM desktop VNC** link.
6. Read the warning on the page that appears, then, in the **Open** box, type:
   `Enabling database sharing for Attendant Console.`
7. Click the **Submit** button.
   The VNC Authentication screen appears.

To enable database sharing

When you get to the VNC Authentication screen, follow these steps to set up database sharing:

1. In the **VNC Authentication** box, in the **Password** field type **TeirGR8**
2. Click the **OK** button**.**
3. Click the **Send Ctrl-Alt-Del** button at the top of the desktop screen.
   The Logon Information box appears.
4. Type the administrator password.
   The default administrator password is *eedge*.
5. Click the **OK** button.
   The Business Communications Manager 2.5 desktop appears.

Note: You cannot use a proxy to access the Business Communications Manager 2.5 system.

6. To support operation of the Reports component on a networked attendant computer, check that the File and Print Sharing component is present and enabled. For more information see "Checking the network components" on page 14.

7 For the Attendant Console clients to access the database, you must enable sharing for the database. The path for the database is D:\Data Files\NortelNetworks\Attendant Console\ConsoleServiceDB\consoleservice.mdb

Note: D: represents the drive letter, which can vary according to the computer.

8 Right-click the **ConsoleServiceDB** folder, select **Properties**, click the **Sharing** tab, and follow standard Windows sharing procedures.

Warning: The database can contain sensitive information. We recommend that you make the database available only to subscribers who are Attendant Console clients.

9 Exit VNC and your Web Browser.

Networked operations

Before you install Attendant Console, set up the telephone system so that calls arrive at the appropriate extensions. You can set up Attendant Console in a variety of network situations. The following are two examples of networked operations:

All incoming calls go to two or more attendants

Two or more telephones are set up so that incoming calls appear on the telephones at the same time. The first attendant to answer an incoming call connects to the caller. As soon as an attendant answers the call, the other attendants' telephones stop ringing.

The first step is to set up the attendant telephones. Install the Client component on each of the Attendant computers and set them up as main attendants. Each incoming call appears on the Attendant window of each Attendant computer. The first attendant to answer a call connects to the caller. The answered incoming call disappears from the other attendant's windows.

Incoming calls are divided between two or more attendants

The Business Communications Manager base unit incoming trunks are divided between two or more telephones. Each attendant extension is programmed so that a portion of the incoming calls appear at the telephone. With two attendants, for example, half the extensions ring at one attendant telephone (Attendant A) and the other extensions ring at the other attendant telephone (Attendant B).

After you set up the telephones, you can install Attendant Console. As in the previous example, you must set up the Client component as a main attendant on each of the Attendant computers. The only difference is that in this example the overflow feature must be set at each Attendant computer. This means A's extension must be set to overflow to B's and B's must be set to overflow to A's.

Chapter 4
Installing Attendant Console

Before you install Attendant Console:

- Ensure you have all the contents of the Attendant Console package.
- Ensure all telephone system, computer and network requirements are met. Refer to Chapter 3, “Getting ready to install Attendant Console,” on page 13.

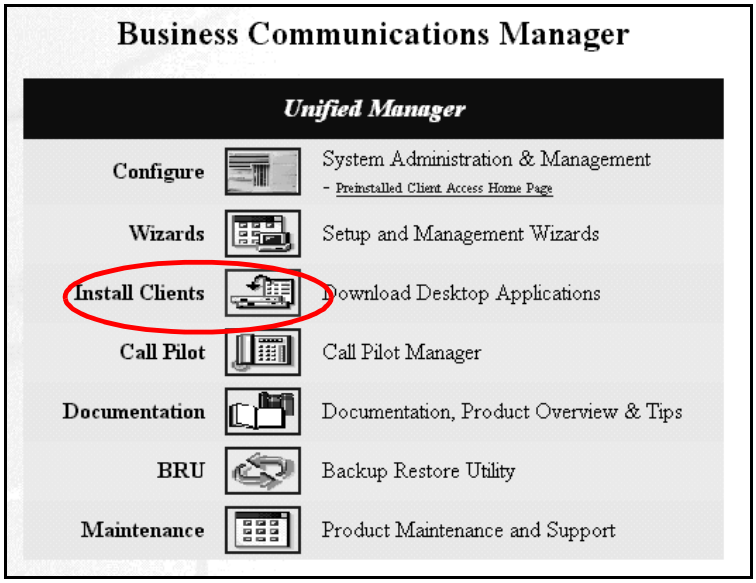
You are now ready to install the Client component.

Installing the Client component

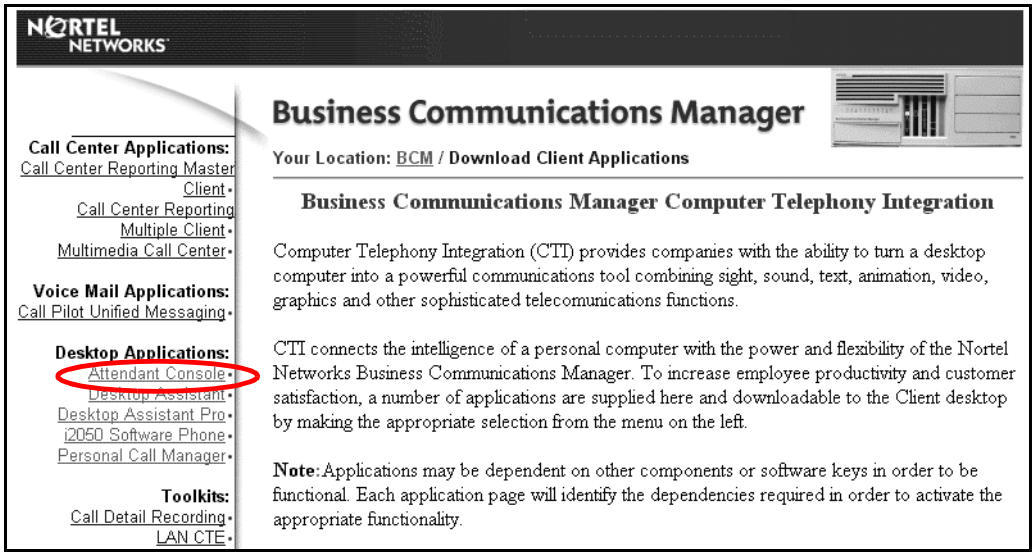
Install the Attendant Console Client on the attendant computers.

To install Attendant Console

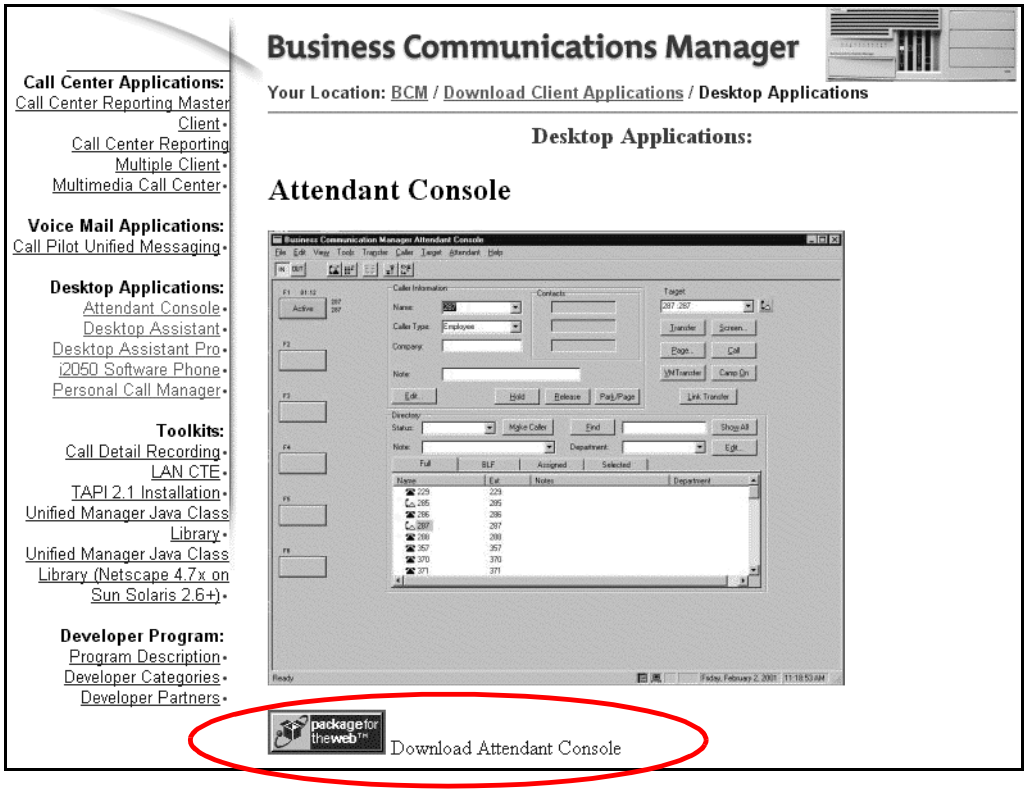
1. On the attendant’s computer, close any open Windows applications.
2. Point the web browser to the URL *http://<IP address>:6800*
   where <IP address> is the IP address of Business Communications Manager 2.5.
   The Business Communications Manager 2.5 Unified Manager screen appears.



3 Click the **Install Clients** button.
The Download Desktop Applications screen appears.


NORTEL NETWORKS
Business Communications Manager
Your Location: BCM / Download Client Applications
Call Center Applications:
Call Center Reporting Master Client
Call Center Reporting Multiple Client
Multimedia Call Center
Voice Mail Applications:
Call Pilot Unified Messaging
Desktop Applications:
Attendant Console
Desktop Assistant
Desktop Assistant Pro
i2050 Software Phone
Personal Call Manager
Toolkits:
Call Detail Recording
LAN CTE
Business Communications Manager Computer Telephony Integration
Computer Telephony Integration (CTI) provides companies with the ability to turn a desktop computer into a powerful communications tool combining sight, sound, text, animation, video, graphics and other sophisticated telecomunications functions.
CTI connects the intelligence of a personal computer with the power and flexibility of the Nortel Networks Business Communications Manager. To increase employee productivity and customer satisfaction, a number of applications are supplied here and downloadable to the Client desktop by making the appropriate selection from the menu on the left.
Note: Applications may be dependent on other components or software keys in order to be functional. Each application page will identify the dependencies required in order to activate the appropriate functionality.

4 In the left frame, click the **Attendant Console** link.
The Attendant Console screen appears.



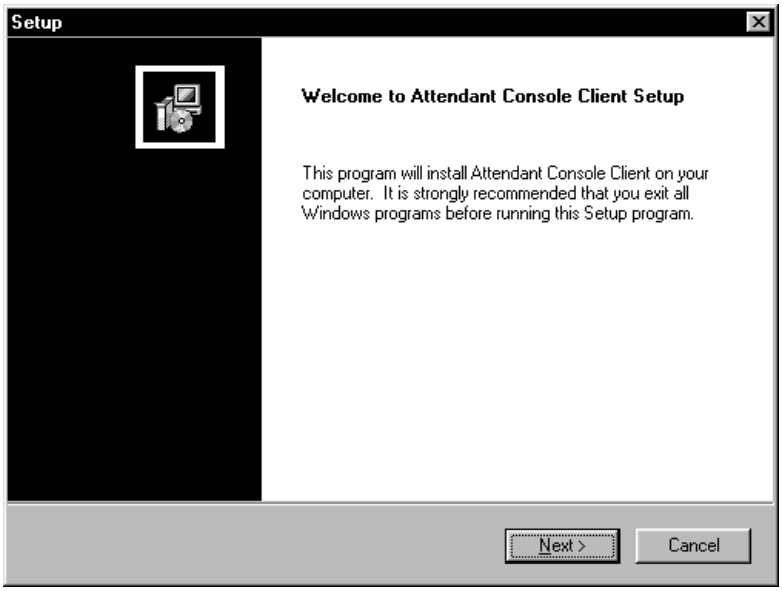
5 Click the **Download Attendant Console package for the web** button.
The Save As dialog box appears.

6 Choose a location to save the file to and click the **Save** button.
Attendant Console downloads to the subscriber's computer.

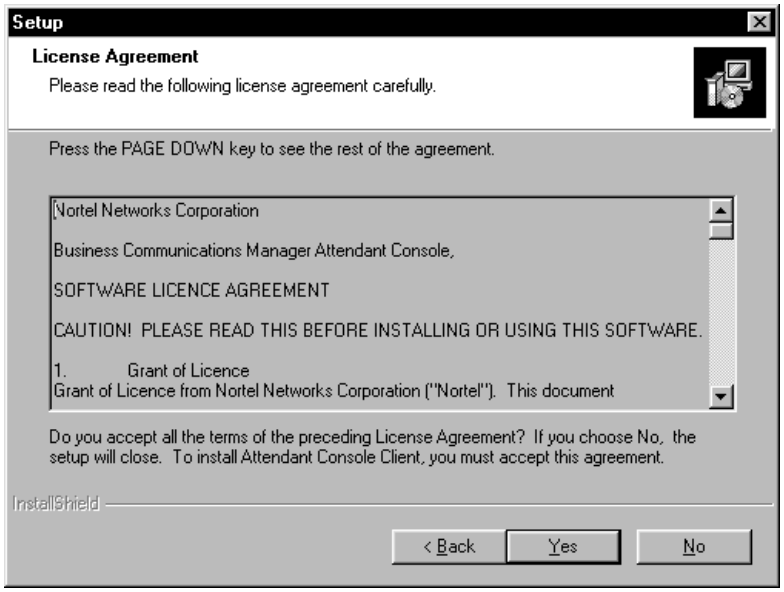
7 After Attendant Console downloads to the subscriber's computer, double-click the Attendant Console.exe file.
The Attendant Console Installation dialog box appears.

8 Select the language you want to use from the list box.

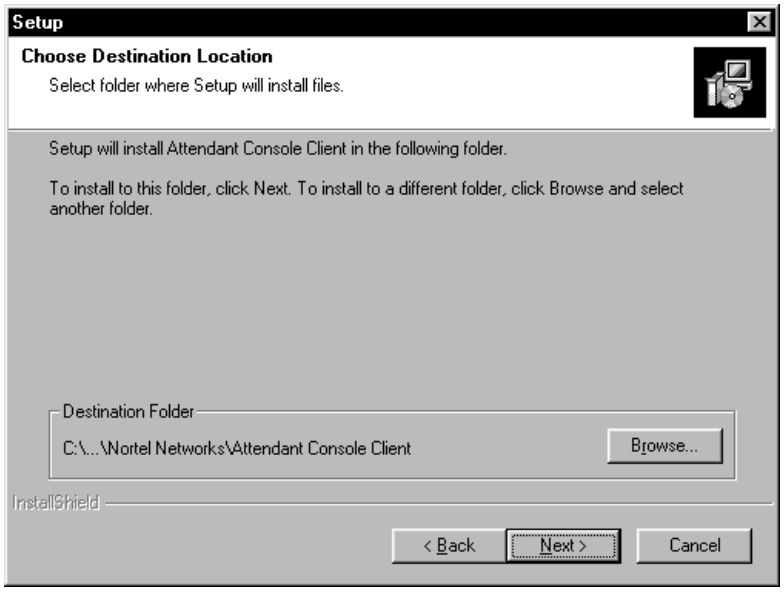
9 Click the **OK** button.
The Welcome to Attendant Console Client Setup dialog box appears.


Setup
Welcome to Attendant Console Client Setup
This program will install Attendant Console Client on your computer. It is strongly recommended that you exit all Windows programs before running this Setup program.
Next >
Cancel

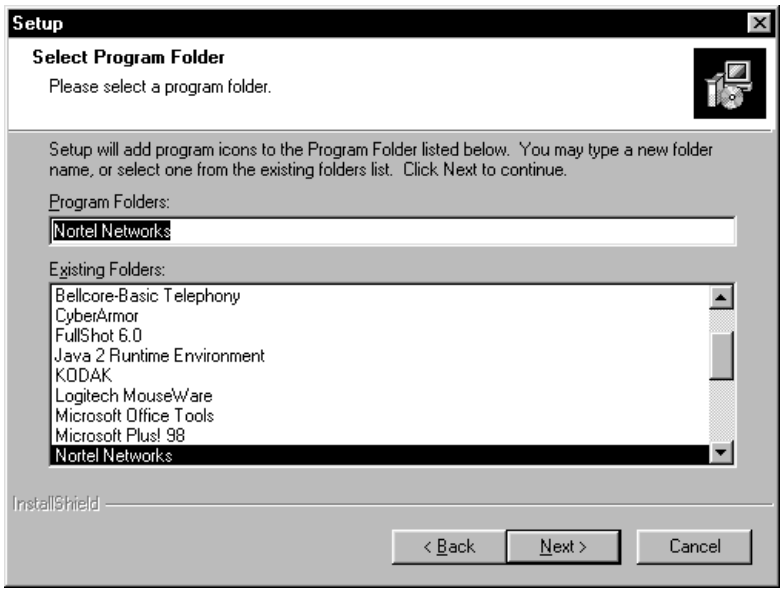
10 Click the **Next** button.
The License Agreement dialog box appears.


Setup
License Agreement
Please read the following license agreement carefully.
Press the PAGE DOWN key to see the rest of the agreement.
Nortel Networks Corporation
Business Communications Manager Attendant Console,
SOFTWARE LICENCE AGREEMENT
CAUTION! PLEASE READ THIS BEFORE INSTALLING OR USING THIS SOFTWARE.
1. Grant of Licence
Grant of Licence from Nortel Networks Corporation ("Nortel"). This document
Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install Attendant Console Client, you must accept this agreement.
InstallShield
< Back
Yes
No

11 Read the License Agreement. If you accept the agreement, click the **Yes** button.
The Choose Destination Location dialog box appears.

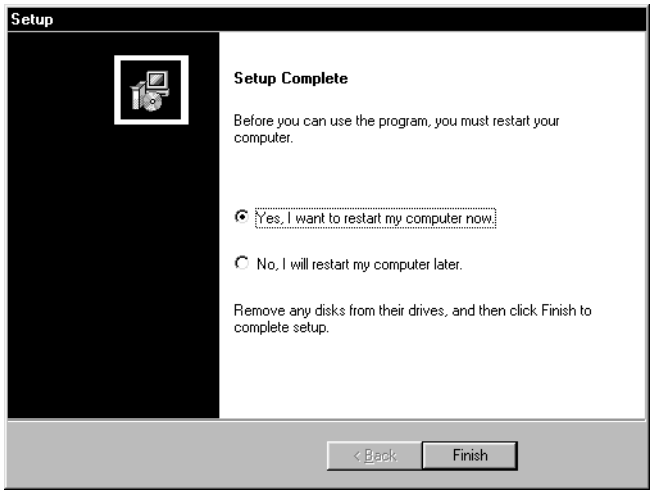

Setup
Choose Destination Location
Select folder where Setup will install files.
Setup will install Attendant Console Client in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\...\Nortel Networks\Attendant Console Client
Browse...
InstallShield
< Back
Next >
Cancel

12 Click the **Next** button to accept the default location. To change the directory location, click the **Browse** button, choose another directory location and then click the **Next** button.
The Select Program Folder dialog box appears.



13 Click the **Next** button to accept the default Program Folder name: Nortel Networks. To change the folder name, click the name you chose in the **Existing Folders** list box or type a different name in the **Program Folders** box.

14 Click the **Next** button.
As installation proceeds, messages appear that indicate the progress of the installation.
When all the components are installed, the Setup Complete dialog box appears with "Yes, I want to restart my computer now" selected.


Setup
Setup Complete
Before you can use the program, you must restart your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
< Back
Finish

15 Click the **Finish** button.
The computer restarts.

Chapter 5
Configuring Attendant Console

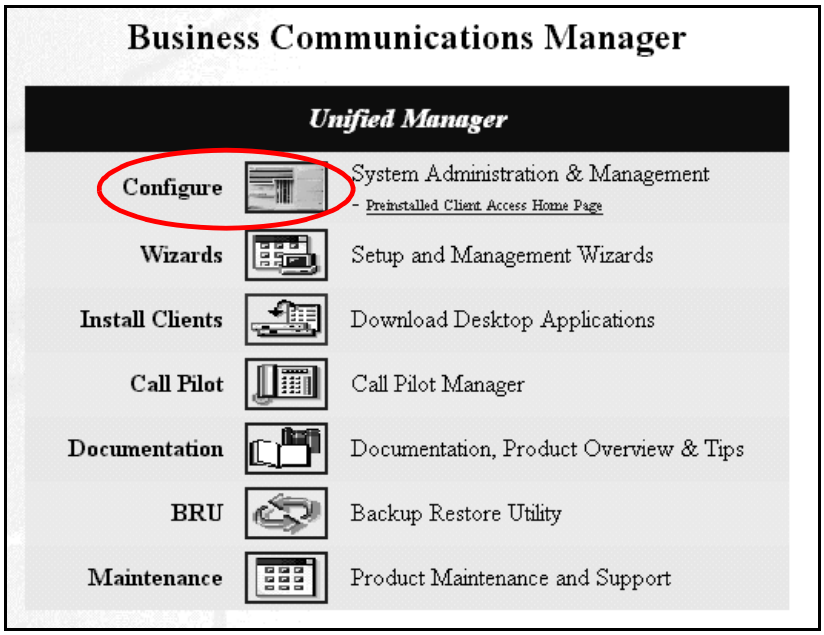
After you install Attendant Console, you must configure its components. To configure Attendant Console, you:

1. Start Attendant Console by enabling the software authorization code for Attendant Console and starting Attendant Console service.
2. Configure the Server component.
3. Configure the Client component.
4. Configure the Reports component.

Starting Attendant Console

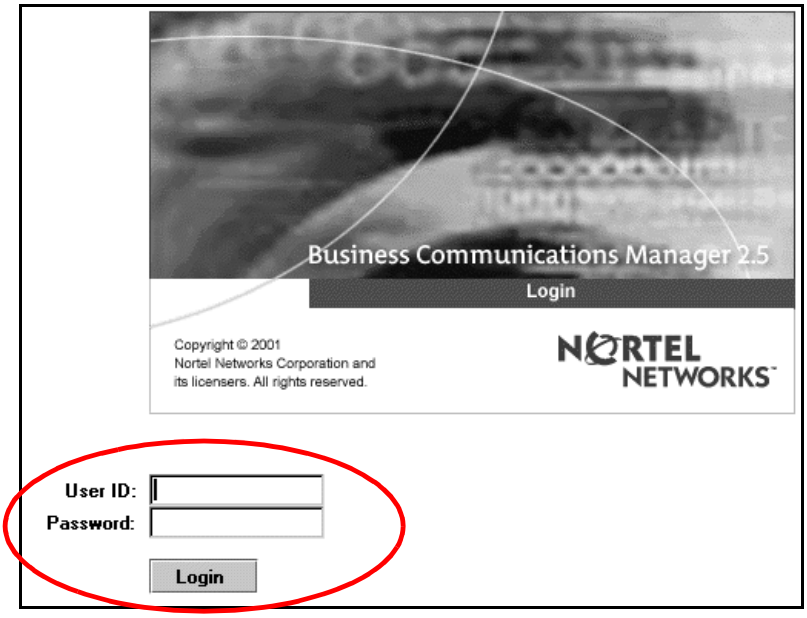
To start Attendant Console from Unified Manager

1. Point your web browser to the URL
   http://<IP address>:6800
   where <IP address> is the IP address of Business Communications Manager 2.5.
   The Business Communications Manager 2.5 Unified Manager screen appears.



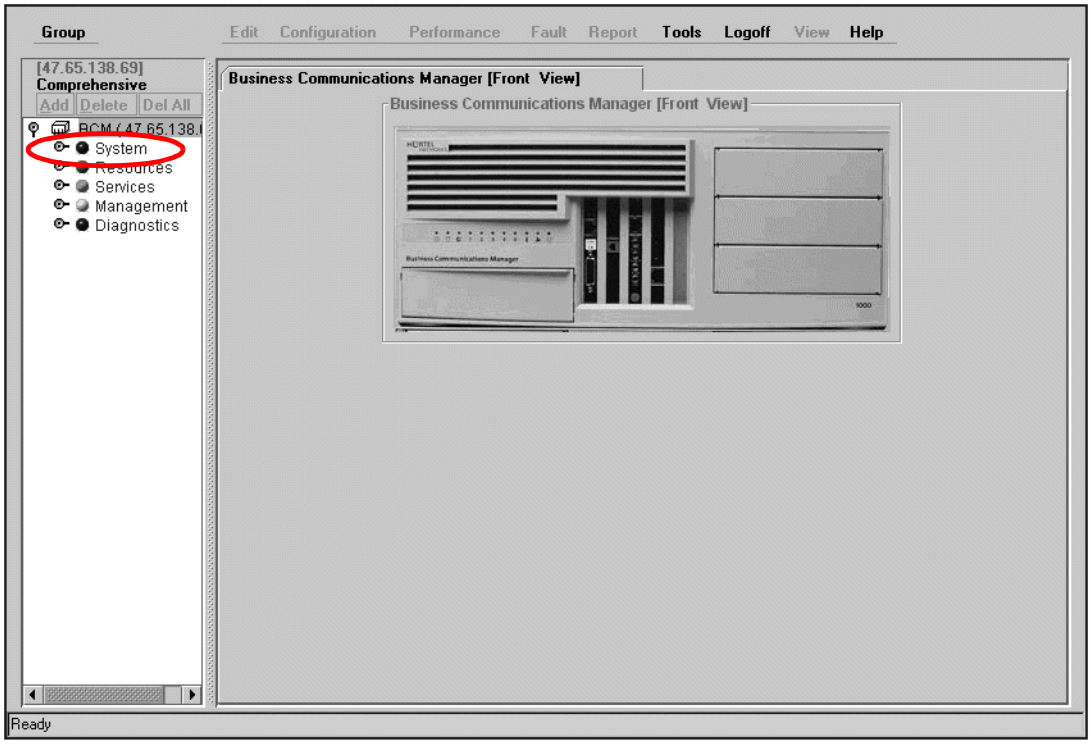
2. Click the **Configure** button.
   The Login screen appears.

3 In the **User ID** box type the supervisor user ID. The default user ID is *supervisor*.



4 In the **Password** box type the password. The default password is *visor*.

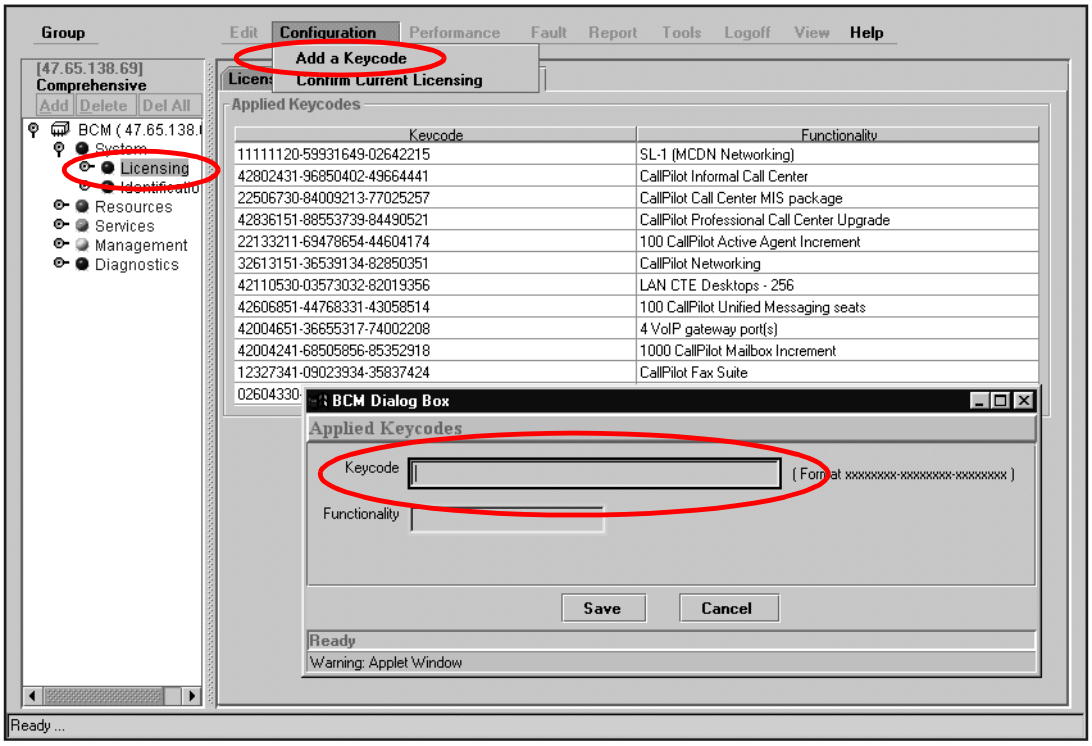
5 Click the **Login** button.
The Business Communications Manager screen appears.



6 Click the **System** key.

7 Click the **Licensing** heading.
The Licensing Setting screen appears.

8 On the **Configuration** menu click **Add a Keycode**.
The Applied Keycodes screen appears.

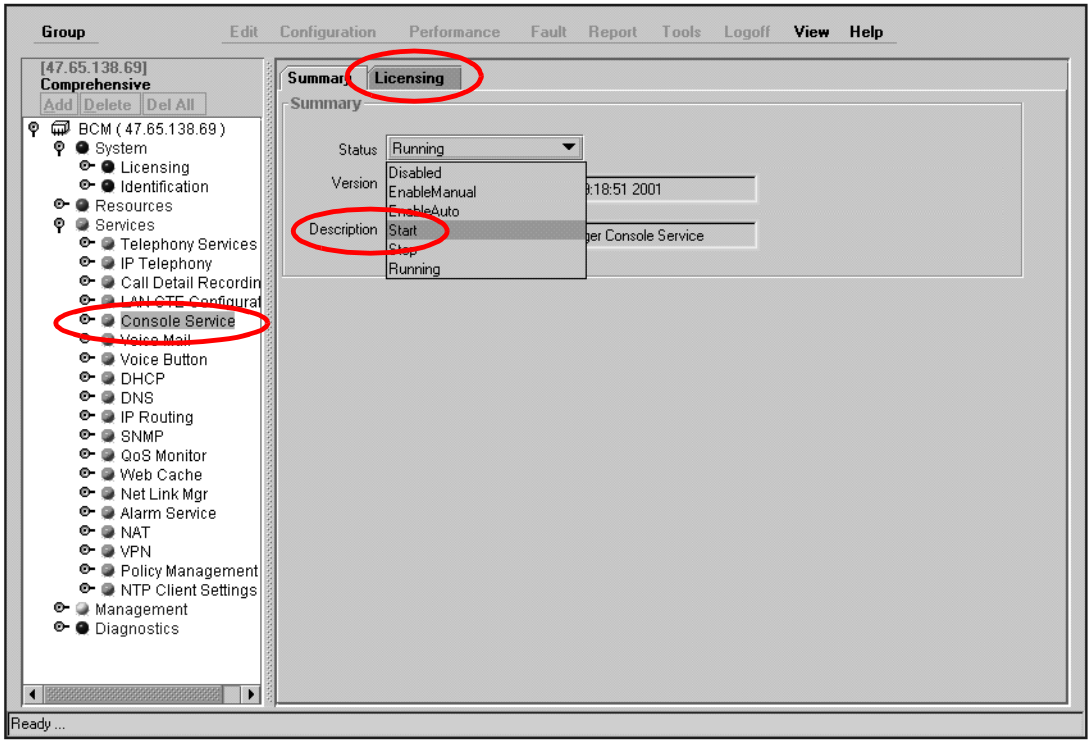


9 In the **Keycode** box type the software authorization code for the Attendant Console.

10 Click the **Save** button.

11 Click **Services** key.

12 Click the **Console Service** heading.



13 From the **Status** list box select **Start**.
Wait for the status to change to Starting, and then to Running. This can take several minutes.

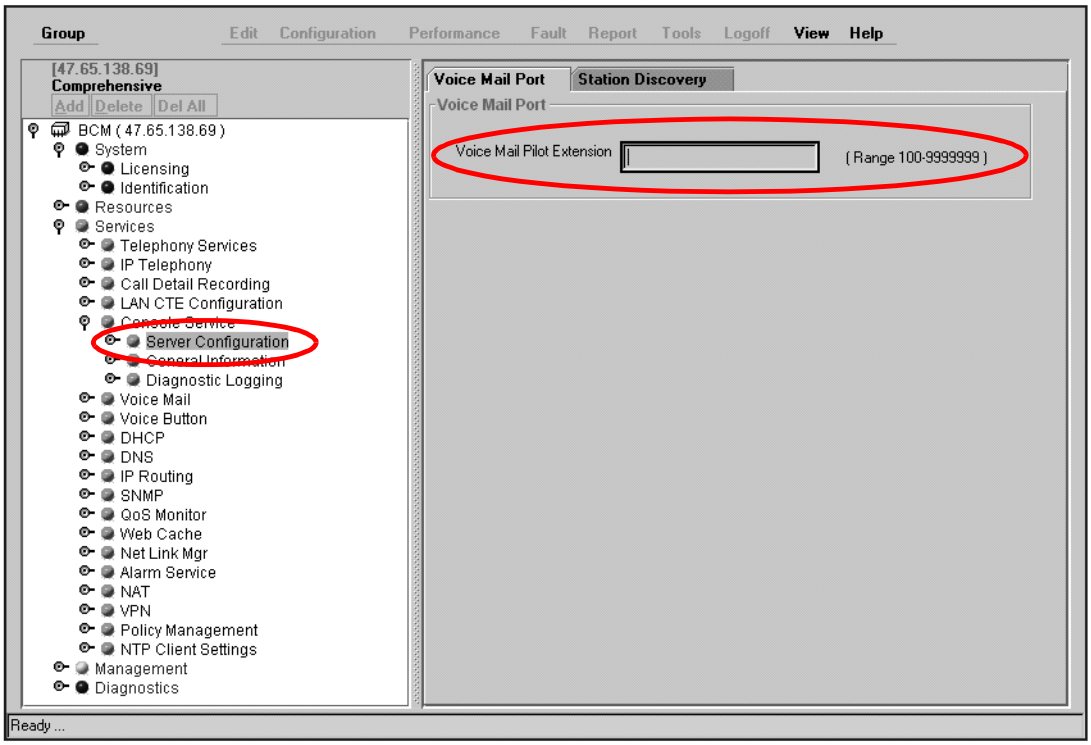
14 Do not log off. Go to "Configuring the Server component" on page 29 to configure the Server component.

Configuring the Server component

To configure the Server component

1 Click the **Console Service** key.

2 Click the **Server Configuration** heading.
The Server Configuration screen appears.



3 In the **Voice Mail Pilot Extension** box, type the extension number for CallPilot and press **Enter**.
To determine the CallPilot extension number, press [↻] [9] [8] [5] on a telephone that is connected to the system. The CallPilot extension appears on the telephone's display.

4 Click the **Station Discovery** tab.

5 The default setting for **Rediscover Station list on next restart** is **No**. Do not change the setting to Yes unless you have made significant changes to your phone system.

6 Click the **Business Communications Manager** heading.
The Business Communications Manager screen appears.

7 On the **Logoff** menu click **Logoff**. You must log off at this point.
A message appears that asks you to confirm your request to log off.

8 Click the **Yes** button.
A message appears that asks you to close the browser window after you log off.

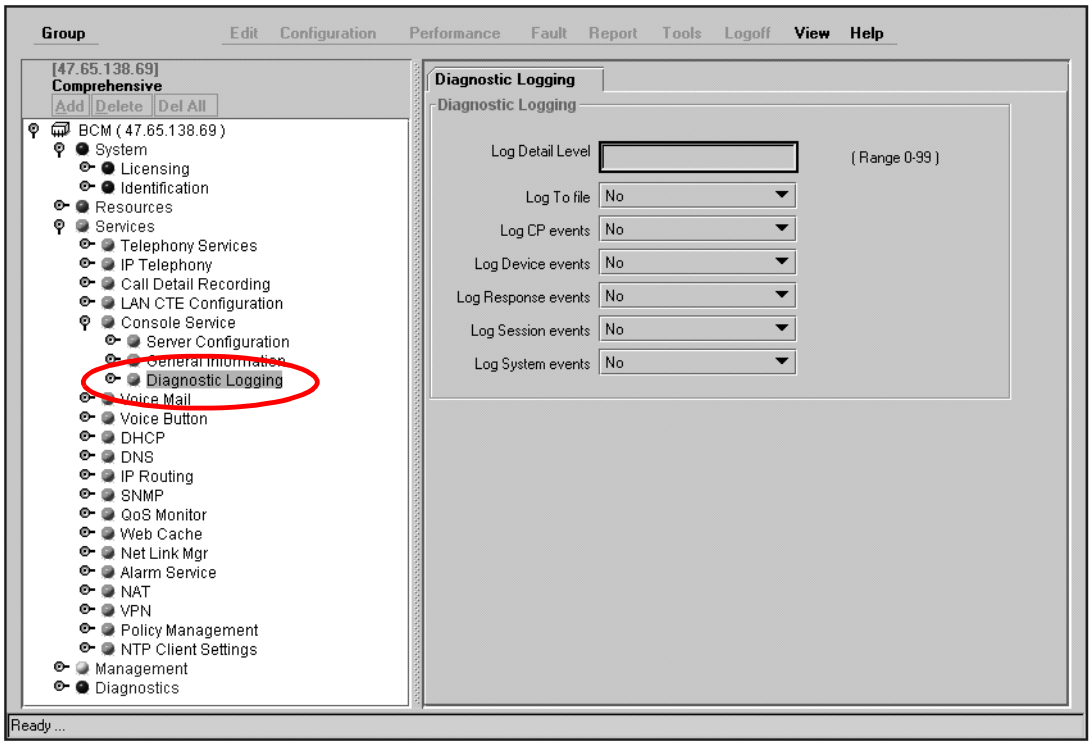
9 Click the **OK** button.

Setting Logging options

Do not enable logging unless you are having problems with your system and you want to analyze them. If you enable logging, you can examine the log for information about system problems.

To enable logging

1. Point your web browser to the URL
   http://<IP address>:6800
   where <IP address> is the IP address of Business Communications Manager 2.5.
   The Business Communications Manager 2.5 Unified Manager screen appears.
2. Click the **Configure** button.
   The Login screen appears.
3. In the **User ID** box type the supervisor user ID. The default user ID is *supervisor*.
4. In the **Password** box type **the password**. The default password is *visor*.
5. Click the **Login** button.
   The Business Communications Manager screen appears.
6. Click the **Services** key.
7. Click the **Console Service** key.
8. Click the **Diagnostic Logging** heading.
   The Diagnostic Logging screen appears.



9. In the **Log Detail Level** box type a number between 0 and 60.
   This number represents the level of detail you want to log.

10 Set **Log To file** to **Yes** to save the log to a file.

11 Set **Log CP events** to **Yes** to log Computer Telephony Engine events.

12 Set **Log Device events** to **Yes** to log phone events such as off-hook, on-hook and Call Forward.

13 Set **Log Response events** to **Yes** to log how Attendant Console interprets events on the system.

14 Set **Log Session events** to **Yes** to log system events other than those covered by Device events and Response events.

15 Set **Log System events** to **Yes** to log events reported through Windows NT, such as general protection faults that are related to Attendant Console or Windows NT.

16 Click the **Business Communications Manager** heading.
The Unified Manager screen appears.

17 On the **Logoff** menu click **Logoff**.
A message appears that asks you to confirm your request to log off.

18 Click the **Yes** button.
A message appears that asks you to close the browser window after you log off.

19 Click the **OK** button.

Chapter 6
Configuring Attendants

You must set up each computer that has the Client component installed to handle calls either as a full-time main attendant, part-time main attendant, backup attendant, overflow attendant or assistant attendant.

Setting the extension and server

1. On the Windows taskbar, click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and click **Attendant**.
   The Client component starts. The Enter Attendant Options dialog box appears the first time you start the Client component after installation.
2. In the **Attendant Extension** box type the extension number for the Attendant telephone. This number is not the CallPilot voice mail extension number. It is the extension number callers use when they dial the Attendant telephone.
3. In the **server ID** box, type the server ID (the IP address, for example 10.10.10), or the DNS name of the server you want to use (for example, msp_cgy_doc).
4. Click the **OK** button.
   The Tip of the Day dialog box appears over the Attendant Console window.
5. Click the **Close** button to close the Tip of the Day window.

Starting the Client component

1. On the Windows taskbar, click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and click **Attendant**.
   The Client component starts.

Quitting the Client component

You can quit the Client component whether the Attendant Console window is visible or minimized.

To quit the Client component if the window is visible

1. On the **File** menu click **Exit**
   or
   click the **Close** button in the upper right corner of the Attendant Console window.

To quit the Client component if the Attendant Console window is minimized

1. Right-click the **Client component** button on the taskbar.
2. Click the **Close** button.

Verifying Attendant Console installation

You must verify Attendant Console installation after installation and setup.

To verify that the installation is successful

1. On the computer that has the Client component installed, click the **Attendant** taskbar button to maximize the window. If the Client component is not running, start the component.

To verify the Client component

1. On the Windows taskbar, click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and then click **Attendant**.
2. Press one of the intercom buttons on the attendant telephone and check that the telephone status icon of the attendant's extension in the Full tab of the Attendant's Directory shows that the telephone is off-hook.
3. In the **Directory** list, click the **Full** tab and click the extension icon of a telephone located near the Attendant's telephone. Check that the **Target** box contains the Directory information for that extension.
4. Click the **Call** button. Check that the Attendant extension icon indicates **Off-hook**, the first Loop button indicates **Active**, and the Target extension is audibly ringing. Click the **Release** button to end the call.
5. Go to another telephone and obtain an outside line by pressing an external line button or pressing an intercom button and entering the line pool access code.
6. Simulate an incoming call by dialing the main outside telephone number of the Business Communications Manager base unit. On the Attendant window, check that a Loop button indicates Ringing and that the Caller ID is shown next to the Loop button.
7. Click the **Loop** button. Check that the button changes from Ringing to Active and that the attendant's extension is connected to the originating telephone. Check that the Caller Information option has Caller ID information. If Business Communications Manager base unit Caller ID hardware is not installed or if you do not subscribe to Caller ID services, the Caller ID Information boxes are empty.
8. In the **Name** box in the **Caller Information** option, select or type a name if none is present.
9. Click another extension in the **Directory** list and click the **Transfer** button.
10. Check that the incoming call leaves the attendant's extension and the selected extension produces an audible announcement tone. Also check that the name entered in the Name box appears on the first line of the telephone display and display buttons on the second line.
11. Press the Talk display button on the called extension and check that a voice connection is made to the originating telephone.

The Server component and the Client component installations are now verified. If any of the steps do not occur properly, refer to "Troubleshooting the Server component" on page 49 or "Troubleshooting Client component installation" on page 53 to check for installation errors.

If you are installing a networked model, you also need to check the Client component installation on all of the Attendant computers.

Types of Attendant setups

You must configure each computer that has the Client component installed to handle calls either as a main attendant, overflow attendant, backup attendant or assistant attendant.

Full-time main attendant

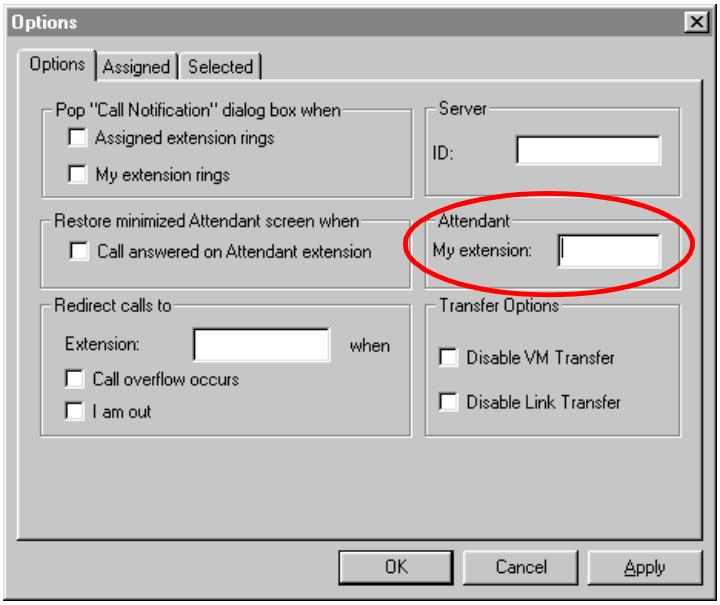
The full-time main attendant is a telephone operator configuration where the Attendant Console window is always visible. You can define a number of full-time attendants. Every Client component must have the server ID and Attendant extension options configured for the Client component to function. The server ID tells the Client component where the Server component is located. The Attendant extension setting tells the Client component which telephone belongs to the attendant.

After you define the settings, incoming calls to the attendant's telephone appear as a yellow Ringing Loop button on the Attendant window. If the attendant's telephone is programmed to receive all incoming calls for the company as the main attendant, the Attendant Console Client component also displays the calls.

To receive and make telephone calls, the Client component requires a telephone extension associated with this component. The extension must be a valid extension on the Business Communications Manager system and must be the telephone at the attendant's desk.

To set or change the attendant's extension

1 On the **Tools** menu click **Options**.
The Options dialog box appears with the Options tab displayed.



2 At the **Attendant** option, in the **My Extension** box, type the extension number of the attendant's telephone.

Part-time main attendant

The part-time main attendant is an attendant who can answer incoming calls while they perform other functions on the computer, such as word processing.

The difference between the full-time main attendant setup and the part-time main attendant setup is that part-time has additional Attendant options for notification of incoming calls when the Client component is minimized. For more information refer to "Full-time main attendant" on page 35 and "Setting up other Attendant features" on page 41.

Backup attendant

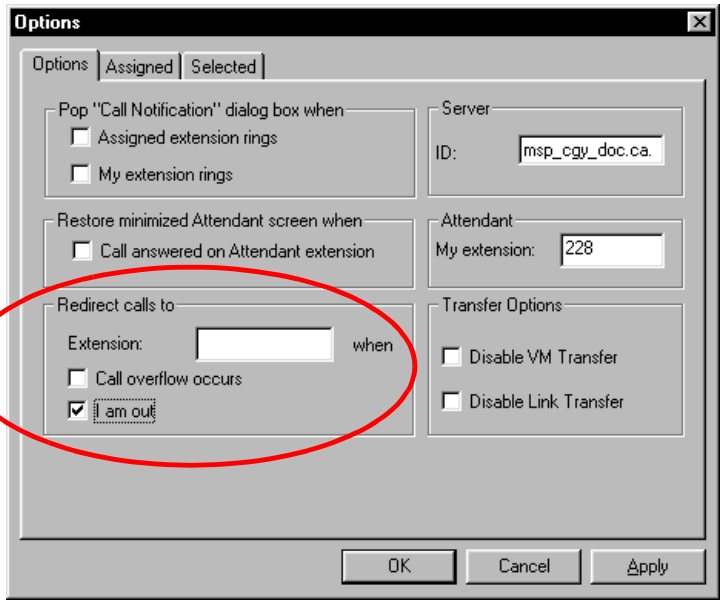
A backup attendant is an attendant who receives calls that are redirected from another attendant position. The backup attendant can also operate as a main attendant, an assistant attendant, or any combination of the attendant types.

Each Attendant computer that is set up to receive incoming calls must be set up to redirect the calls to the backup Attendant computer.

Note: Calls can be redirected to another attendant or any Business Communications Manager extension number.

To set up the backup attendant

1 On the **Tools** menu click **Options**.
The Options dialog box appears.

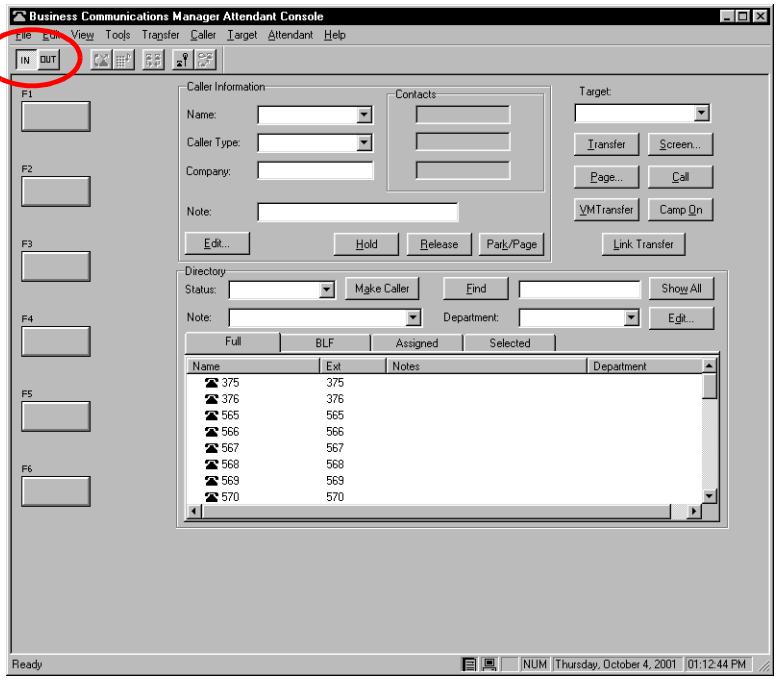


2 At the **Redirect calls to** option, in the **Extension** box, type the backup attendant's extension number.

3 Select the **I am out** check box to route calls to the backup attendant when the main attendant is out.

4 Click the **OK** button.

5 When the main attendant is unavailable, they can route calls to the backup attendant by clicking the Out button on the Attendant window.



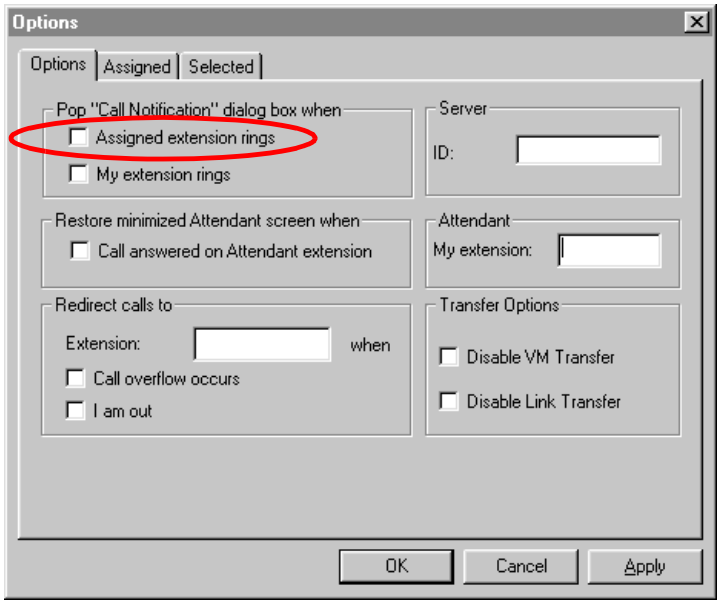
If the attendant needs to leave their position, they activate the backup attendant position by clicking the Out button on the Attendant Console window. This diverts calls to the backup position. After the attendant clicks the Out button, they can complete the calls that are in progress on the Attendant Console window. New calls appear at the position, but also appear at the backup position. Although the attendant is out, the Client component can process calls, if required.

Assistant attendant

An assistant attendant provides call coverage for one or more extensions in the system. This means that you can set up the attendant so that it monitors all incoming calls to selected extensions. Since the assistant typically uses a computer for other work, Attendant Console alerts the assistant without requiring that the Attendant window is always visible on the system.

To set up an assistant attendant

1 On the **Tools** menu click **Options**.
The Options dialog box appears.



2 Select the **Assigned extension rings** option.
The Call Notification dialog box appears to inform the assistant that there is an outside call for an Assigned extension.

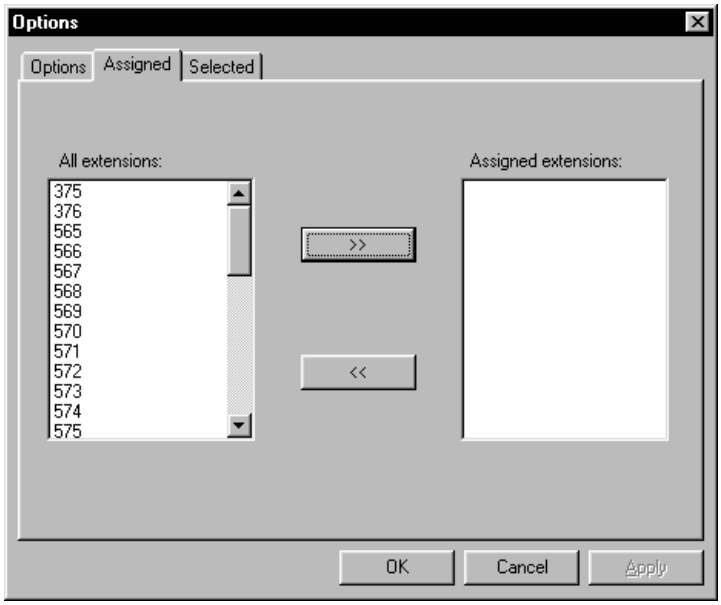
3 Click the **OK** button.

Use the Assigned feature when an employee wants an assistant attendant, such as an administrative assistant, to answer the employee's calls.

Note: Only external calls appear on the assistant attendant's window. Internal calls from an extension to an assigned extension do not appear on the assistant attendant's window.

To add or remove an assistant attendant's assigned extensions

1 On the **Tools** menu click **Options**.
The Options dialog box appears.



2 Click the **Assigned** tab on the **Options** dialog box.

- To add an extension, click the extension you want in the **All extensions** list and click **>>** to copy it to the Assigned extensions list.
- To remove an extension from the Assigned extensions list, click the extension number in the **Assigned extensions** box and click **<<**.

3 Click the **OK** button.

You can view assigned extensions at any time by clicking the **Assigned** tab in the **Directory** options of the Attendant Console window.

Overflow attendant

An overflow attendant receives calls that are redirected from another attendant position. For example, if a main attendant is already handling six incoming calls, the next call is redirected to the overflow attendant until one of the main attendant's six Loop buttons is free.

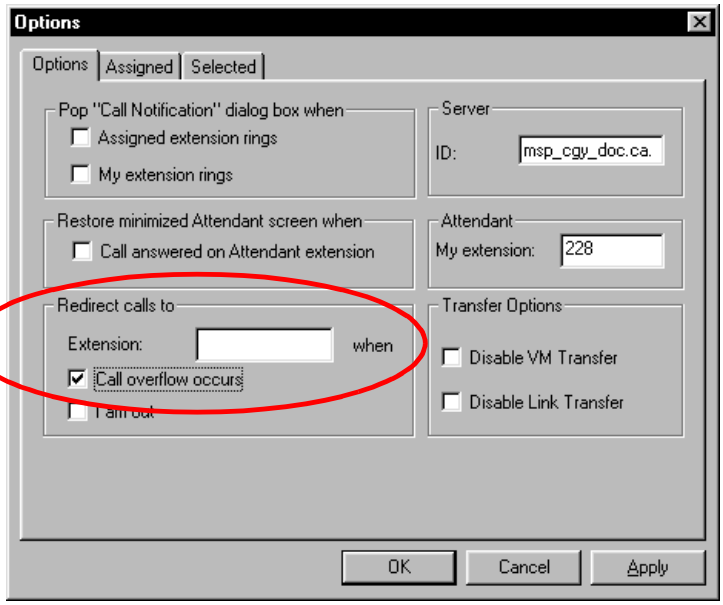
If the overflow condition (all Loop buttons in use) occurs on the Attendant position, the Loop overflow indicator appears in the Attendant status bar and the overflow call is diverted to the specified overflow extension. The overflow attendant can also operate as a main attendant, an assistant attendant or any combination of the attendant types.

If you set up an attendant computer as the overflow attendant, each attendant computer that is set up to receive incoming calls must be set up to redirect calls to the overflow attendant computer whenever overflow conditions exist. You need to activate the overflow feature at each attendant computer.

Note: Calls can be redirected to another attendant or any Business Communications Manager telephone extension number.

To define the overflow extension

1 On the **Tools** menu click **Options**.
The Options dialog box appears.



2 At the **Redirect calls to** option, in the **Extension** box, type the overflow attendant's extension number.

3 Select **Call overflow occurs** to redirect calls when all of the main attendant's Loop buttons are busy with calls.

4 Click the **OK** button.

Note: Overflow extension numbers are valid only after the extension numbers are assigned as assistant attendants. See "Assistant attendant" on page 38.

Setting up other Attendant features

You can assign Attendant features for the different types of attendants.

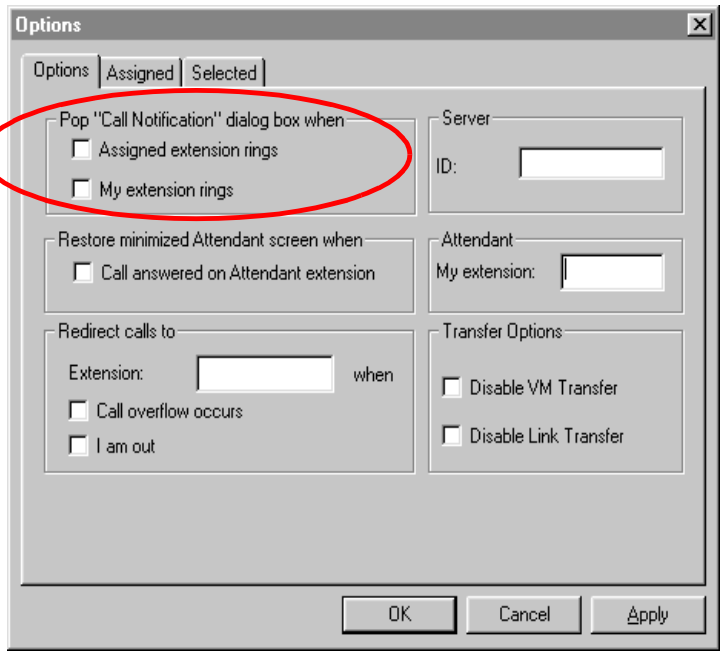
Notifying the attendant of incoming calls

There are two ways an attendant can be notified of incoming calls:

- The Call Notification dialog box. The attendant is notified of incoming calls with a Call Notification dialog box. The attendant can answer the call by clicking the Take button on the dialog box or ignore the call and let another attendant answer it.
- A Ringing Loop button. If the window is visible (not minimized), the Call Notification dialog box does not appear. The attendant is notified of an incoming call by a Ringing Loop button.

To activate call notification

1 On the **Tools** menu click **Options**.
The Options dialog box appears with the Options tab displayed.



2 At the **Pop "Call Notification" dialog box when** option, select either:

Assigned extension rings - The attendant is notified of calls to the assigned extensions
or
My extension rings - The attendant is notified when their own extension has an incoming call.

If both check boxes are clear, the attendant is not notified of calls when the window is minimized.

3 Click the **OK** button.

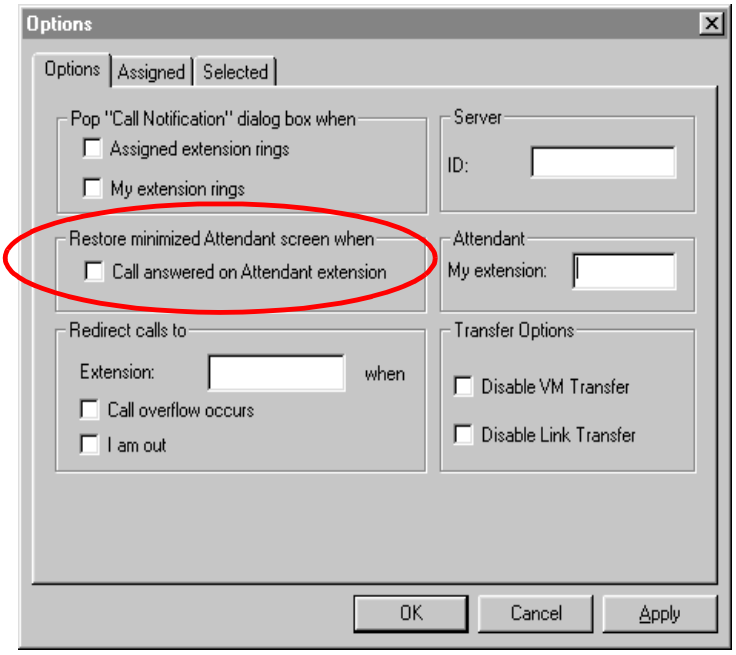
Automatically restoring the Attendant Console window when a call comes in

The Attendant Console window is normally minimized or under another window in a part-time attendant environment. The attendant can restore the Attendant Console window by clicking the Attendant Console button in the Windows taskbar. A quicker method is to set the Attendant Console window to restore automatically.

The Client component can automatically restore the Attendant Console window when the attendant's extension goes off-hook ("active"). This ensures the attendant can access the Attendant Console window without having to manually restore it.

To set the Attendant Console window to restore automatically

1 On the **Tools** menu click **Options**.
The Options dialog box appears.



2 In the **Restore minimized Attendant screen when** option, select the **Call answered on Attendant extension** check box.

3 Click the **OK** button.

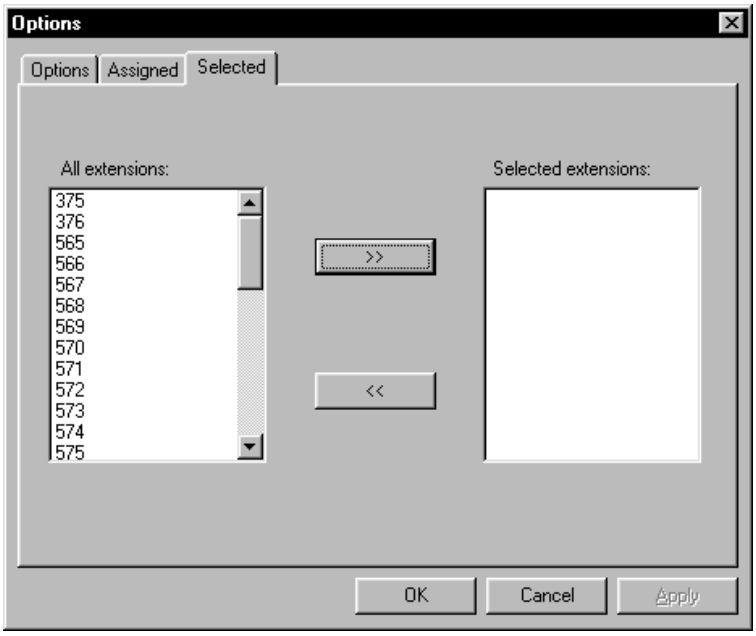
The Attendant Console window is restored when the attendant uses the extension to make or answer a call.

Selecting extensions

The attendant can use the Selected tab to select extensions from the directory. This is useful if the attendant wants to direct their incoming calls to a limited number of extensions.

To display the extensions in the Directory list

1 On the **Tools** menu click **Options**.
The Options dialog box appears.



2 On the **Options** dialog box click the **Selected** tab.

To add an extension, click the extension you want in the **All extensions** list and then click **>>** to copy it to the **Selected extensions** list.

To remove an extension from the **Selected extensions** list, click the extension number in the **Selected extensions** list and click **<<**.

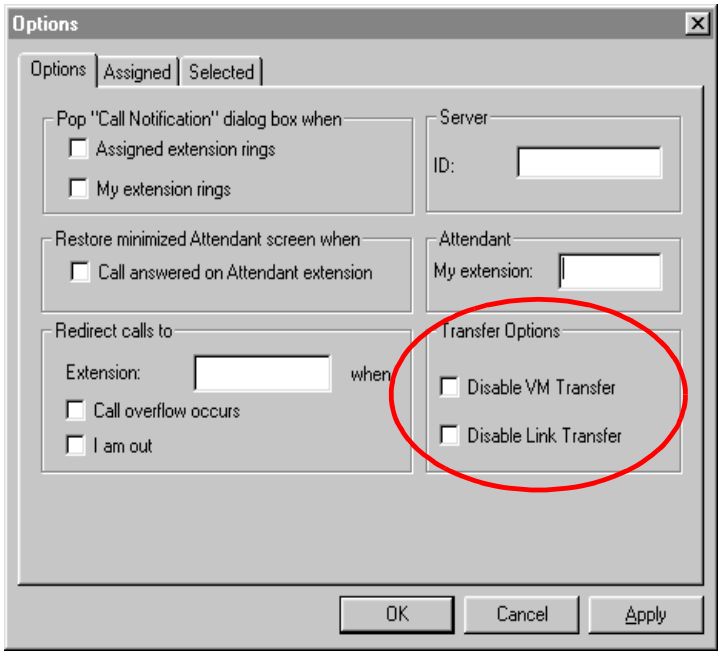
3 Click the **OK** button to return to the Attendant Console window.

Setting Transfer options for CallPilot and linking

If your Business Communications Manager base unit is not connected to a Centrex switch or is not connected to CallPilot, you can disable the Link Transfer and VM Transfer buttons on the Attendant window.

To disable the Transfer Options

1 On the **Tools** menu click **Options**.
The Options dialog box appears.



2 From the Transfer options, select the **Disable VM Transfer** check box to disable the VM Transfer button
or
select the **Disable Link Transfer** check box to disable the Link Transfer button.

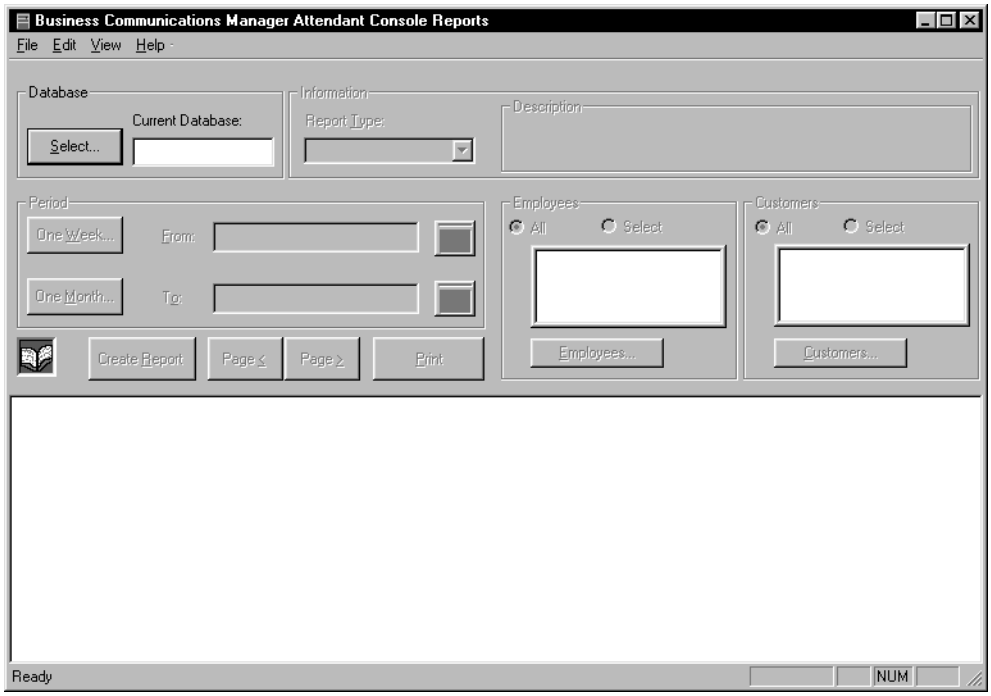
If they are unavailable, the buttons appear dimmed on the Attendant window. You can re-enable the buttons by clearing the check mark from the appropriate check box.

Starting the Reports component

Although the Reports component is automatically installed with the Client component, you can start it or quit it independently.

To start the Reports component

1 On the **Tools** menu click **Reports**
or
on the Windows taskbar click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and then click **Reports**.
The Reports component starts in a separate window.



Quitting the Reports component

To quit the Reports component:

1 On the **File** menu click **Exit**
or
click the **Close** button in the upper right corner of the Reports window.

Configuring the Reports component

The first time you start the Reports component, you must locate the server database, called **consoleservice.mdb**, on the Business Communications server. The Business Communications server database is in the directory named **consoleservicedb**.

The path name is:

```
D:\Data Files\NortelNetworks\Attendant
Console\ConsoleServiceDB\consoleservice.mdb
```

Note: D: represents the drive letter, which can vary according to the computer.

Chapter 7
Upgrading Attendant Console

You can add additional Attendant Console attendants.

Adding additional Attendant Console attendants

If you find that the call traffic is too high to be handled by your current number of attendants, your company can purchase additional Attendant licenses in increments of one to a maximum of five attendants. To register the additional Attendant licenses, refer to the *Business Communications Manager Software Keycode Installation Guide*.

Removing Attendant Console

To remove the Attendant Console Client software:

1. Quit all of the Client and Reports components.
2. On the Windows taskbar, click **Start**, point to **Settings** and click **Control Panel**.
3. Double-click the **Add/Remove Programs** icon.
4. Click **Attendant Console Client**.
5. Click the **Add/Remove** button.

The files associated with Attendant Console are removed from your computer hard drive. Repeat steps 1 through 5 on each computer that has Attendant Console installed.

Chapter 8
Troubleshooting

This section contains solutions for problems that can occur when you install Attendant Console. It includes:

- Troubleshooting the Server component
- Troubleshooting the Client component installation
- Troubleshooting the Reports component installation

Troubleshooting the Server component

This section contains solutions to problems that can occur when you install or run the Server component.

If problems occur on the Server component, log the Server activity and examine the log for error messages. For information on how to set logging options, see "Setting Logging options" on page 30.

Logging Server component activity

The Server component window lets you choose optional functions of the Server component. These functions can help diagnose Server component problems. They are:

- Saving the server log file to disk
- Changing the level of logging information displayed

For information on changing these options, see "Setting Logging options" on page 30.

Saving the server log file

If you activate the Log to file command, the server log file is saved as in the server directory as a file named ConsoleServer.log.

Note: If you save the Server log file, the ConsoleServer.log file continues to grow and take up disk space. Make sure you turn this feature off when you are finished troubleshooting the Server component.

For information on changing these settings, see "Setting Logging options" on page 30.

Changing the logging information displayed

You can change the amount of the logging information that you display. For information on changing the level of logging information, see "Setting Logging options" on page 30.

Server log error messages

Examine the list of messages on the left side of the Attendant Console server window for information about the problem and compare the message to the list below. Check whether there is a problem with the database.

Server log error messages

Error message / Log message	Meaning / Action required
Calloc failed in put_tcpip_packet	Memory allocation failed. RESTART Server.
Camp Call on Ext - Ext\n, RetCodeText	Error on last operation. Refer to Retcode messages on page 51.
Cannot close Console Server, until completely started	Trying to close Server during initialization. Wait until start is completed before closing.
Cannot listen for connections	Unrecoverable error. Restart Server.
Cannot open blocked CLID db file	Server cannot find needed file. Check for deletion in Server directory. Restart Server.
Cannot open COS array file	Server cannot find needed file. Check for deletion in Server directory. Restart Server.
Attendant Console Application connection closed, extension	Client component for ext has closed.
Attendant Console Application connection opened, extension -	Client component for ext has started.
ConsoleServer.ini file not found in Windows directory	Server cannot find needed file.
Could not register server with CTE	CTE not set up correctly. Check installation and restart Server.
Destination Station too busy	LCD display on telephone already in use by Server. Transfer call to CallPilot.
Do_tcpip_state_send appears broken	TCP/IP stack corrupted. Restart Server.
Error allocating Lines	Server unable to monitor Lines. Check for installation errors.
Ext not in transfer query mode	Target extension for function in wrong mode. Retry operation after checking extension.
Incompatible CTE Version found - %s, expecting compatibility version (last digit) %c",less,CTE_compatibility)	Re-install Server component after removing CTE program from system.
Intercom Call - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 51.
Internal Dial - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 51.
Invalid Assistant Extension - Ext,	Specify a valid/operational extension.
Invalid Backup Attendant extension	Specify a valid/operational extension.
Invalid Console Version	Install Client and Server at same version.
Invalid Extension set in Console	Specify a valid/operational extension.
Invalid transfer destination	Specify a valid/operational extension.
Join Call - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 51.

Error message / Log message	Meaning / Action required
Link - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 51.
No Active Call	Function requested requires an active call.
No B2 Channels found, possible error	Installation error. Review Business Communications Manager setup.
No Lines monitored, cannot operate	Check installation and restart Server.
No Stations monitored, cannot operate,	Check installation and restart Server.
Outside Dial - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 51.
Outside Dial - Invalid line prefix code	Check installation and retry.
Overflow Call - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 51.
Page acquire - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 51.
Page release - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 51.
Park Call - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 51.
Pick up trunk - invalid line - ID,	Check installation and retry.
Pick up trunk - No calls on Line ID	Caller may have just hung up.
Query Station Status never returned	Check status of Station.
Retrieve Parked Call - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 51.
Startup failure Server cannot operate	Check installation and restart Server.
Transfer Call - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 51
Transfer Call to Voice Mail - Ext\n, RetCodeText	Error performing call. Refer to Retcode messages on page 51.
Trunk Call, hold - Ext\n,RetCodeText	Error performing call. Refer to Retcode messages on page 51.

Retcode messages

RetCode message	Meaning / Action required
ME_ALREADY_ACTIVE	The device is in the process of being monitored.
ME_ALREADY_MONITORED	The device is already monitored.
ME_BAD_DN	Either pDeviceName contains invalid characters, or the device does not exist.
ME_BAD_PARAMETER	An invalid parameter is passed to the API.
ME_COMMAND_FAILED	The reason Business Communications Manager has provided for the failure is not recognized by CTE.
ME_DEVICE_NOT_RESPONDING	A system time-out occurred.

RetCode message	Meaning / Action required
ME_INVALID_DEVID	The supplied device Id is not valid.
ME_NO_AVAIL_DEVID	No additional devices can be monitored.
ME_NO_FREE_INTERCOMS	No button is available to initiate the page on.
ME_NO_INTERCOM_AVAILABLE	No intercom keys available.
ME_NO_STATE_MEMORY	There are too many outstanding monitor requests (the default maximum is 4 outstanding requests).
ME_NOT_ACQUIRED	CTE is not involved in a session with deviceId.
ME_PAGE_DENIED	Paging is disabled through the Business Communications Manager base unit Server admin for device.
ME_PAGING_BUSY	A page is already being made in the specified page Zone.
ME_QUERY_FAILED	The request for line pool information failed.
ME_SESSION_SUSPENDED	CTE cannot execute this command while the session is suspended.
ME_TIMEOUT	A system time-out occurred while querying line pool information.

Troubleshooting Client component installation

This section describes solutions to problems that can occur when you install the Client component.

Socket error on Client component start

The Client component displays a Socket error message when starting the component.

Solution: TCP/IP address is not specified on a stand-alone system or TCP/IP is not installed in the Windows operating system. Install TCP/IP and restart the Client component.

Client component verification procedure does not work

The Client component installation is complete but some of the verification procedures do not work.

Solution: Check the Attendant Console Server window to see that the Status of Server Program indicates Running. Check for LAN connectivity between the Business Communications Manager base unit and the Attendant computer through the use of Network Neighborhood. Check the Business Communications Manager base unit installation to ensure that extensions are defined correctly.

CallPilot extension not working

The CallPilot extension cannot be dialed from the Attendant window.

Solution: To access the CallPilot system, click the **VM Transfer** button and enter your mailbox number.

Client error messages

Error Message / Log Message	Meaning / Action Required
A target is required	Check contents of Target box for validity.
Cannot transfer a call to self	Target field equals the Attendant extension.
Invalid Attendant Extension, Attendant Extension not changed	The Attendant extension entered is invalid. Choose a valid extension.
No Active call on Attendant	No Loop button is in the Active state. Make Loop active and retry.
Not all the search results could be displayed, because there were too many matches. Please use a more restrictive search	Edit Employee or Caller function: Find argument is too broad. Restrict argument and retry.
Not enough licenses available on Server	All Attendant licenses on the server are used. Check that you are attached to the correct server.
Please close the Attendant Console application and reopen it to log in to the new server	Shutdown the Client component and restart.
Server Message: Answer Offered Call ME_DEVICE_NOT_RESPONDING	The telephone is busy configuring Business Communications Manager base unit.

Error Message / Log Message	**Meaning / Action Required**
Socket Initialization Error	TCP/IP or network problem. Restart the Client and retry.
The Attendant Console application could not open ""att.dir"" file	Re-install the Client component.
The Reports package could not be found	Re-install the Client component.
The server did not respond. Please try again	The Server component did not respond to the last operation Client request. Check that the server is running.
The system is low on available memory	Some functions may not perform properly.
The target must be an extension	For this operation the Target MUST be a valid extension.
Version/Release does not match server	Check that the server ID is the correct one. If it is, install the matching version of the Client.

Logging Attendant activity

You can create an Attendant log file that lets you examine the Attendant log for problems at any Attendant computer.

To create an Attendant log

1 On the **Attendant Console** window, click the **Tools** menu and then click **Log to file**.
A check mark appears beside the Log to file command. The Attendant log file is now saved on the disk.

To stop saving the Attendant log file to disk:

1 On the **Attendant Console** window, click the **Tools** menu and then click **Log to file**.
The check mark is cleared and the Attendant activity for the computer is no longer saved.

Troubleshooting the Reports component

This section describes solutions to problems that can occur with the Reports component.

Reports window does not open

The Attendant Console Reports window does not open.

Solution: Check that you can open the Reports component from the Start button on the Windows taskbar.

1 Click **Start**, point to **Programs**, point to **Nortel Networks**, point to **Attendant Console Client** and then click **Reports**.

Reports error messages

Error message / Log message	Meaning / Action required
The date string which was entered could not be processed!	The date or the format of the date is not valid. This error occurs if you enter invalid data in either the To or From date boxes. Examples of valid date formats include: • 10/24/73 (assumes 1973) • 10/24/1973 • October 24, 1973 • 24 October 1973
An invalid date range was specified. The "To" date must be a date which occurs later than the "From" date. The previous valid date has been reset.	This error occurs if: • The From date is set and a To date earlier than the From date is entered. • The To date is set and a From date later than the To date is entered. If this error occurs, the incorrect date is not changed. Both the date and edit box are reset to the last valid value (which is blank if the box has been set to blank).

Error message / Log message	Meaning / Action required
Reports could not connect to the chosen database.	This error occurs if the Reports component fails to create a DAO record set from the database selected. This can be because: • The file is not found. • The file cannot be locked because it is in a write protected area. • The file is not readable for some other reason. This error can also result if DAO is not properly installed.
The Reports component was unable to generate the listing from the database specified.	Make sure that the database selected is created by the server. This error occurs if a user tries to use the Employee or Customer directories after connecting to a database that is not a Attendant Console database. The error is usually preceded by a message from the Microsoft Jet database engine that says: “The Microsoft Jet database engine cannot find the input table or query ‘People’. Make sure that it exists and that its name is spelled correctly.”
The animation file used to indicate that a report is running could not be found. It might be missing or corrupted. As a consequence, no animation plays while the reports are running.	This error occurs during Reports start if the “run.avi” file is not found in the Reports path. Check that the file is installed correctly and is not deleted. The component runs, but the animation does not play while generating reports.
The maximum number of selections allowed in any single category is 100. Limit your selections or cancel the selection and choose the All option.	The maximum number of selections from the Customers or Employee categories is 100 each. Trying to click OK from a directory dialog box with more than 100 selections causes this error and returns the user to the directory dialog box, from which they must reduce the number of selections.
The report could not find the necessary data in the specified database. Make sure the specified database is a valid system database:	This error occurs if a report is run, but the database selected is not a valid Attendant Console database. The colon is followed by a new line on which a more specific error message from the Crystal Reports Engine is displayed. This message is usually “Unable to connect: incorrect table location”.
Reports could not find the needed report (.rpt) file. Make sure all the “.rpt” files are installed correctly.	This occurs when generating a report, if the appropriate “.rpt” file is not found in the Reports directory. Either the file is deleted, moved, not installed correctly or corrupted. When corrupted the Crystal Engine can no longer recognize it as a.rpt file even though the name indicates it is.
The report file has somehow become corrupted. The following statement in English is more detailed information useful for troubleshooting.	This error occurs if the needed “.rpt” file is found but does not contain the correct parameters or information. The Extension Directory Report (using ExtDir.rpt) does not produce this error because it does not require any parameters. The “statement which follows” part occurs on the next line and is a message from the Crystal Reports Engine. The message is most often “No Error”.

Error message / Log message	Meaning / Action required
Reports could not draw the desired report to the window. This could be caused by a lack of windows resources or a missing engine component. Please close other applications that are running and try again. Also make sure that no needed DLL's have been deleted.	This error occurs if, during the generation of the report, the Crystal Reports Engine cannot complete the report and display it. The two main causes are, in order of most common first: 1. A required DLL is missing or not installed correctly (99% of the time). 2. Windows is low on GUI resources.
Reports could not lock the database. In order to lock the database, the database cannot be in a read-only location. Please make sure that the database is not in a read-only folder or drive and try again.	This error occurs if the database reported on is in a read-only location on a shared drive and one of the directory buttons is used.

External Errors

The DAO, MSJet[1], and Crystal Reports[2] Dynamic Link Libraries (DLLs) sometimes post error messages to the screen when errors occur. These error messages are always followed by one of the above error messages.

1 DAO and MSJet are trademarks of Microsoft Corporation.

2 Crystal Reports is a trademark of Seagate Information Management Group Inc.

Glossary

Assistant attendant

The assistant attendant provides call coverage for one or more extensions connected to the Business Communications Manager base unit via the LAN.

Attendant computer

A personal computer used to run the Attendant Console Client component. The Attendant computer must be connected to an Business Communications Manager base unit.

Backup attendant

The backup attendant receives calls if the main attendant is not available to answer calls. The main attendant uses the Out button on the Attendant Console window to indicate they are not available.

Caller ID

A service available from the telephone company that displays the caller's telephone number and in some cases the caller's name on the display of a telephone. If your company subscribes to Caller ID and has Attendant Console installed, the Attendant Console window displays the caller's name and telephone number.

CTE

Computer Telephony Engine.

Attendant Console

Attendant Console is a Windows-based software application that provides call management and call activity reporting capability to a business.

LAN

Local Area Network. LAN refers to a Local Area Network that supports TCP/IP. A group of computers connected together to access information and services in a common environment.

Main attendant

The telephone attendant who is primarily responsible for managing a company's incoming calls.

Networked model

A way of configuring Attendant Console so that one or more Client components are connected to the Business Communications Manager base unit through a LAN.

Overflow attendant

The overflow attendant handles excess calls if the main attendant receives more calls than can be handled by an Attendant window.

Server ID

The TCP/IP host name of an Attendant Console computer.

Server component

Part of the Attendant Console software. The Server component communicates with one or more Client components.

Service

The ability of a Windows NT machine to start a process, usually automated, when the machine is started.

Taskbar

The area on the bottom of the desktop that contains the Attendant Console taskbar buttons.

TCP/IP

Transmission Control Protocol/Internet Protocol. The protocol used by Attendant Console to communicate between the Server component and the Client components. The industry standard protocol for communication between computers.

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